



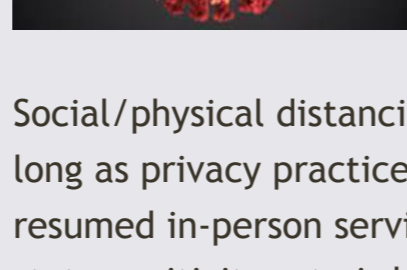
As we enter into the holiday season, we want to remind you that Advocate is here to support you. It's no secret that the holidays can be very difficult for many of us, for all sorts of reasons. Please, please reach out to your caseworker for ongoing support. Please communicate any desire for holiday assistance as soon as possible. We sometimes hear that clients aren't answering our calls because they are feeling so poorly -- that's exactly why we are here. We want to help you to feel better, to be a reliable support when you are feeling poorly, and to help link you to other resources that might help.

Please refer to the warm line article for instructions on how to get in touch with Advocate at any time. We provide telephonic coverage during all non-business hours: evenings, weekends, and holidays.

Have open discussions with your healthcare providers about how you're feeling this time of year, and if past years have been hard. There are various ways to address this: more frequent appointments, medications, supplementation, and light therapy are some options. Discuss with your caseworker lifestyle choices that can also support mood during the winter months and holiday season.

Wishing you a peaceful season. Please let us know how we can help.

-Jennifer



Advocate Support Services, Inc. continues to defer to the guidance of the CDC and local authorities in managing our services during this pandemic. Our case workers are required to be masked, and we ask that clients remain masked for in person visits, as well. Social/physical distancing of 3-6 feet should be maintained whenever possible, as long as privacy practices allow. We encourage frequent hand washing. We have resumed in-person services as of August 1, and will be in the field whenever the state positivity rate is lower than 5%. We will defer to our clients' preference for visit delivery, and take each individual's health status (and the status of household members) into consideration when planning visits. Should you have any questions about our COVID protocols, please reach out to us at 866-277-2080 x 5.

Regarding COVID-19, we're following recommendations offered by the Maryland Department of Health closely.

As a public health agency, we are assisting clients with COVID-related matters, including linking them to testing and vaccination. The best initial efforts should go through the Department of Health in the county in which the client resides:

Baltimore City Department of Health
 Baltimore County Department of Health
 Anne Arundel County Department of Health
 Howard County Department of Health
 State of Maryland Information
 CDC resources

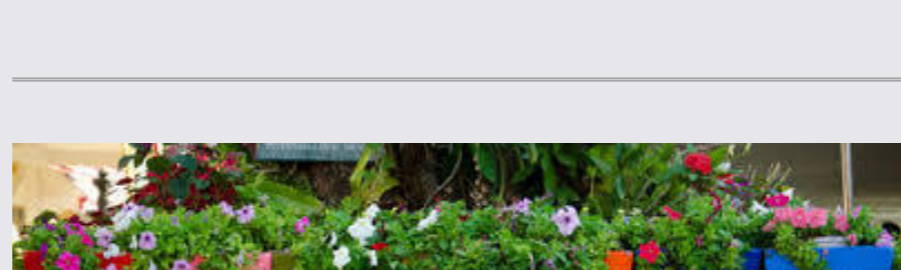
To find vaccine appointments

Please reach out to your assigned case manager if you need any assistance.

<https://coronavirus.maryland.gov/pages/vaccine>

Find a vaccine: 855-MDGOWAX (634-6829)

If you have any questions or concerns about disease prevention, please contact your case worker or call us at 866-277-2080.



We're currently accepting client referrals, WITH NO WAIT LIST! Our response rate is typically 24-48 business hours from receipt of referral.

To honor COVID-19 precautions, we are providing intake appointments via video chat virtual visits (can also be done over the phone).

We look forward to meeting you, and expediting your client enrollment.

Contact Person: Kimberly Johnson, Program Director
 kim@advocatesupport.us
 410-808-8494



Join us for Friday Zoom socials!

Programming & Activities

We are temporarily suspending our groups for the time being. We are assessing the safety of in person, inside visits and they will likely be returning in the Spring. Until then, talk to your case worker if you are interested in participating in a small group and/or virtual group.

Here are some useful phone numbers and links:

Optum Maryland
 Participant Questions Call Toll-Free:
 (800) 888-1965, TTY 711
 Monday - Friday: 8:00 AM to 6:00 PM
 EST

Participant Help to Find a Provider:
 Maryland 2-1-1

Free service offered by The Crisis Text Hotline!
 A crisis worker will text with you, just text 741741.

National Suicide Prevention Lifeline: (800) 273 - 8255

Substance Abuse and Mental Health Services Administration
 website and treatment locator

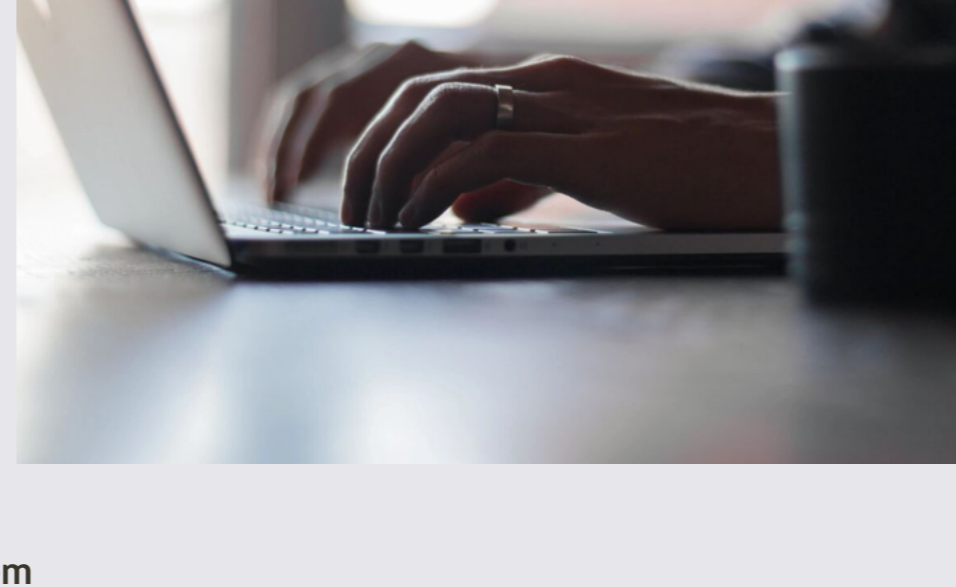
Find a vaccine: 855-MDGOWAX (634-6829)



Conversation Corner

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We wanted to try something a little different, so we asked our staff and/or clients to write an article to be included in our monthly digital newsletters! If you have anything to add, please email Kim at kim@advocatesupport.com



Recipe

This has no name!

Leftover chicken (grilled or fried)
 1/2 pound shrimp
 Cook shrimp until done
 Dice 1 small onion, celery, green pepper, and tomato.
 Dice chicken and shrimp
 In a large bowl-add chicken, shrimp and your diced vegetables(celery onion pepper tomato)
 Then to your ingredients:add 4 tablespoons of mayo, 1 tablespoon mustard, and 1 tablespoon of old bay seasoning(or to taste)
 Mix well
 Let it chill for an hour to set

Place on crackers or potato bread rolls.

Happy eating!

-Angela B



Hot Chocolate Recipe



COORDINATION OF CARE

Advocate recognizes that the BEST care of our clients comes from working together as professionals. Our involvement assists you in achieving and maintaining regulatory requirements and credentialing, as well as creating detailed and well-documented plans.

Here are some different ways we can help you & your clients:

- Professional Consultation:**
 A Rehabilitation Specialist from Advocate Support will meet with you to discuss mutual clients, to enhance quality and coordination of care. Meetings can be in person, by phone or virtual. Our Case Workers will be contacting you monthly, to offer updates and review client goals.
- In-Person Screening Sessions:**
 At your convenience a member of our staff will come to your location and screen any client you indicate may be appropriate for Psychiatric Rehabilitation Services.
- Direct Help:**
 Advocate can enhance your coordination of care and discharge planning by offering consultations with recommendations for services.
- Pizza & Positive Psyche:**
 We come to your staff gatherings and offer refreshments, as well as training for staff support and client resource enhancement.
- Personalized Referral Forms:**
 With your information pre-filled, for your organization's convenience.
- Reduced Recidivism:**
 Our goal is to assist our co-professionals with preventable repeat visits and lower costs. WEEKLY Case Worker Intervention is designed to reduce instances of crises.

Contact Executive Director, Jennifer, today to schedule @ (866) 277 - 2080 Ext. 74 or Jennifer@AdvocateSupport.us

Warm Line

(866) 277-2080 x1

Available daily from 6pm to 8am, as well as during all weekend and holiday (non-business) hours. This is a phone service to offer support and contact to our clients during times when



field staff are not working. Please feel free to utilize the line if needed. In order to keep the warm line open to all clients in need, routine and non-emergent information can be left on you primary case workers' voicemail, and calls will be returned the next business day. Clients are encouraged to make use of this service in case of emergency, or during an increase of mental health symptoms causing concern or discomfort. The warm line is not a crisis response line; it is designed to offer support, rather than immediate crisis intervention. If the warm line is not answered upon calling, please leave a voice mail message and the assigned warm line operator will return your call within 60 minutes. In case of threat of harm to self or another, please call 911 for immediate crisis assistance, or report to your nearest emergency room.



Advocate's Community Advisory Committee

The Community Advisory Committee (CAC) continues its drive to increase membership. We value any input and are looking for a few new members who may be interested in improving the services offered by Advocate Support

Services. The CAC meets quarterly (usually in person) at a local restaurant, but due to the pandemic we will continue to meet virtually until in-person visits are safe. If you or anyone you know would like to join or possibly just sit in on the next meeting before you make a decision, you are encouraged to contact the Program Manager or notify your case worker. The CAC meets every three months and is scheduled to meet again on December 21st at 11am. If you want more information about the role of the CAC you can contact the Program Manager at 443-467-2500 or email at Kevin@advocatesupport.us. We look forward to hearing from you.

FEEDBACK



We want to hear from YOU!

We at Advocate Support Services are always looking for ways to better our program.

We're also seeking YOUR ideas for features to add to our monthly newsletter. What would you like to see?

Recipes? Pet profiles? Articles on mental health?

Please share your comment, suggestions and feedback with us at info@AdvocateSupport.com.

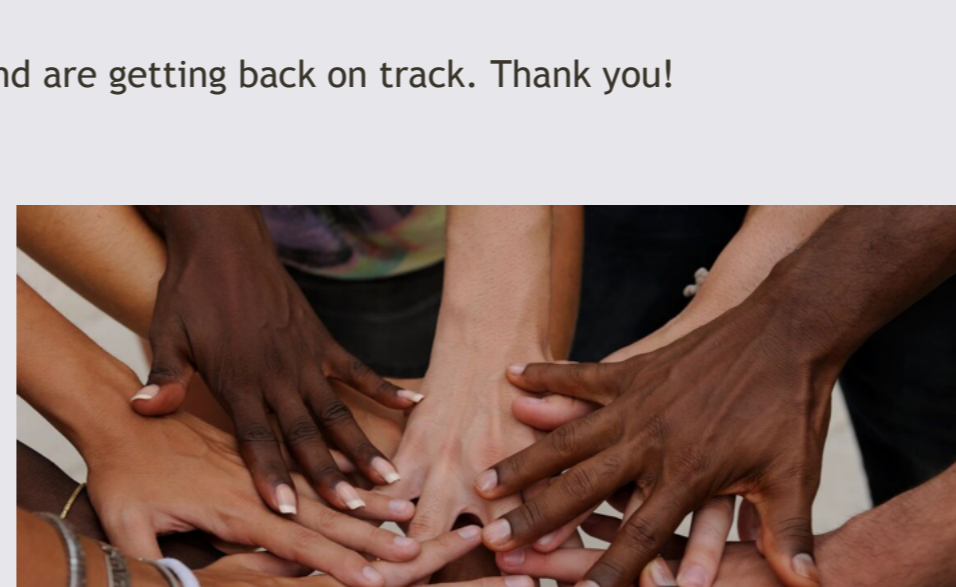
You can access our NEW dedicated feedback phone line to communicate any comments or suggestions, at 866-277-2080 x 5.

Due to office interruptions, as well as USPS delays, related to the coronavirus, distribution of our 2021 satisfaction surveys had been delayed. All have been mailed as of this notice. We will choose recipients of the participation incentive by late May 31, 2021 and notify those people, individually.

We apologize for these, and are getting back on track. Thank you!

How Can We Help?

As we develop this electronic communication, we continue to think of ways it can be helpful, and not add to the "noise" of an email inbox.



If you click on the photos embedded here, most of them will link you to a related article, recipe, or interesting piece of information.

We seeking your input to help us build a tool that helps us feel connected, informed, and a little bit lighter.

Please share your ideas or submissions with us! You can email them to support@advocatesupport.com.

Let's see what we come up with!

We're Hiring!

Advocate Support Services currently has openings for dedicated and compassionate case workers, as well as administrative staff.



To apply, please access our current postings.

Form all of us at Advocate Support Services, Inc

Kind Regards

